Higher Capitation: Recurring Questions

Dear Service Provider

Please see below commonly recurring reasons as to why an ECCE Higher Capitation Application may be referred back. If you have seen that your Application has been referred back (via HIVE notification) please review the reasons listed below. Also please note that the Pobal appraiser will have indicated specific steps for you to resubmit your application, contained within the form either within the Query Comment field, or for staff members the Comments and Further Information field.

- Staff Qualification – if a staff qualification has been referred back it's possible the qualification does not appear on the DCYA list of Recognised Qualifications (located here:) If this is the case please contact eyqualifications@dcya.gov.ie to have the qualification in question reviewed and added to the list if appropriate.

- Staff Qualification – alternatively, the submitted document may be of an insufficient standard (low quality scan, cropped name, logo etc) or the Qualification itself is missing and simply a transcript was attached. If this is the case, please resubmit the full sized scanned page of the face of the qualification to be re-appraised. Please review Pobal comment indicating the exact procedure to follow.

- Staff Qualification – thirdly, there may be a query surrounding the staff member themselves, for example name does not agree to the qualification. This may be due to maiden name, in which case, the maiden name must be inserted on the Application form for the staff member. This may be done by removing the incorrectly named staff member and re-submitting, including their maiden name, or alternatively leave the staff member as is, and attach marriage certificate as additional document for review. Please do not re-submit multiple versions of the same staff member.

- Session Times – If your Approval has been referred back due to queries related to the session, please review Session hours. Next to session start date & end date there is an option to edit times, where you will select the correct ECCE hours of a session.

- Staff members not populated into sessions – Please ensure that all relevant staff members have been populated into their respective sessions, ensuring the Higher Capitation room ratios are met. Any session appearing without any staff members will be regarded as a standard session and appraised accordingly.

- Editing staff details – In order to edit a staff details, the staff member must first be removed from the application and the staff member created again. To do this please follow the steps below:

    1. Deactivate the staff member from the session and update the sessions
    2. Remove the staff member from the application form
    3. Create the staff member again with correct details and qualifications
    4. Allocate the new staff to all sessions he/she works
    5. Resubmit the application.

If you have any queries please contact **eypc@pobal.ie** or call **01 5117222**.